



Simplify Deployment and Achieve Agility

How Genesis Health System Updated Their Thin Client Manager with a Trusted IT Partner

This case study is brought to you by PC Connection, Inc., parent of the PC Connection family of companies, a collection of best-in-class information technology (IT) solutions providers. Its subsidiaries include PC Connection Sales Corporation, GovConnection, and MoreDirect, which service small- and medium-sized businesses, government, and enterprise markets, respectively.

» Genesis Health System is committed to enhancing the range and quality of healthcare services and improving access to care for citizens in a 10-county, bi-state region of the Quad Cities metropolitan area and the surrounding communities of Iowa and Illinois. When they needed a new thin client management tool, Genesis quickly and easily implemented HP Device Manager with the assistance of a trusted IT partner that shares their desire to minimize costs and maximize customer service.

Pushing Geographical Limits

Brett Stockfleet, Client Device Administrator for Genesis Health Systems, is responsible for managing approximately 1000 thin clients at over 50 different sites in Western Illinois and Eastern Iowa; the farthest sites are approximately 100 miles apart. As part of the management of these sites, Genesis' IT staff needs to be able to track and clone the devices, configure them remotely, run reports on the software, and ensure compliance in accordance with the HITECH Act and HIPAA regulations.

Stockfleet was faced with a hefty price tag when it came time to relicense their current system. This presented the perfect opportunity to search for a budget-friendly alternative. "We were actually not looking to move; we were faced with relicensing our current system at a cost that was well over 5-digits. We weren't prepared to pay that unless it was really necessary, so we were looking for other options," said Stockfleet.

Be Careful What You Look For

"I really wasn't looking for any additional benefits. I was looking more for a seamless transition into a new system. That way, all of my technicians would be able to continue to use the system, and it would work just like the other one did. Hopefully there were some benefits that came along with it," said Stockfleet. Along with his coworkers, Stockfleet began the search for a cost-effective alternative. He sought the advice of an expert. "We brought in our Account Manager from

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PC Connection to help us look for a new solution. She suggested HP Device Manager and let us know that they could help us deploy and test it," said Stockfleet. HP Device Manager is enterprise-class thin client management software that allows customers to view their thin client assets remotely and to manipulate them as needed.

Get More Than You Bargain For

Stockfleet set up a time to work with a dedicated PC Connection engineer, who was able to test Genesis' hardware remotely. Stockfleet notes, "We had a proof of concept—there were certain things that had to be done and had to work before we would move forward with HP Device Manager. We worked for 4 or 5 hours, and at the end of the day PC Connection had proved every concept that we wanted. The system was working as designed, and it looked like it was going to be relatively a seamless transition into the new system."


Because of the successful test, Stockfleet was pleasantly surprised to find that instead of this only being a testing meeting, what they finished with was their live environment. "That is what we are using today. It's a huge cost savings; it took a third of the time that others had quoted us, and we have an up-and-running live system now," said Stockfleet.

Have No Fear

Stockfleet said, "It was a scary thing changing systems like that, and to find out that everything went smoothly was a big load taken off of our shoulders. We were very happy with the results of the project." Genesis Health Systems' IT department gained some surprise benefits from the implementation of HP Device Manager. Stockfleet notes, "A huge benefit that I didn't know about going in was that at a quick glance we can tell that all of the security filters are turned on—we couldn't see that in the old system. Also, the old system wouldn't clone a device properly, and the new one is working great. And now we are able to sort devices and perform scheduled reboots—these are all things that we couldn't do in the past."

Building a Life-Long Partnership

"PC Connection has earned our trust. They have always been a company we trusted, and whenever we have had any issues or questions we contact them; they are very helpful. Like I said, trust is very important, and they never steer us in the wrong direction," said Stockfleet.

 **If you'd like to experience the PC Connection difference, give your Account Manager a call today to learn how we can help you with your next IT project.**

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*—Brett Stockfleet,
Genesis Health Systems*

